

Operator

Dept/Div: Maintenance

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate administrative support work expediting Maintenance Department operations, and related work as apparent or assigned. Work is performed under the moderate supervision of the Maintenance Manager or their designee.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

Answers phone calls from residents, including complaints and service requests.

Creates, assigns, and closes work orders.

Monitors open work orders and follows up on long standing open items.

Calls in service calls for elevators, washers and dryers, and alarm systems shut downs.

Conducts inspections on units when requested by Managers or Maintenance Director.

Oversees and accompanies exterminator technician on daily tasks.

Schedules and notifies residents of any special extermination jobs.

Informs managers and maintenance of any issues in units, such as poor housekeeping and damage to units that require major repairs.

Knowledge, Skills and Abilities

General knowledge of HUD maintenance requirements and state building code; general knowledge of the policies, procedures and activities of the department; general knowledge of the practices, methods, materials and tools used within the Maintenance department for building and grounds construction, repair and/or maintenance; general knowledge of the occupational hazards and safety precautions of the trade; general knowledge of computer and database applications; ability to make decisions based on written policy, instructions or input from immediate supervisor; ability to manage work orders including the proper assignments; ability to perform duties effectively and accurately while maintaining schedules and deadlines; ability to establish and maintain effective working relationships associates, residents, agencies and the general public.

Education and Experience

High school diploma or GED and moderate experience providing building maintenance administrative support, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, frequently requires walking, sitting and using hands to finger, handle or feel and occasionally requires standing; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Uniform Physical Condition Standard Inspection Protocol Training.